

WELCOME...



I am pleased to introduce the first edition of our course catalog. It is comprised of six management learning tracks, the principle education and development component of the Washington Management Service (WMS).

The educational program was designed by a collaborative interagency focus group process, with WMS managers, exempt leaders, Service Quality Network professionals and training managers, for the purpose of creating a successful and powerful learning experience. The program represents the statutory mandate to “strengthen management training and career development...” It enhances the core competencies needed to succeed as managers, leaders and stewards of the public trust.

In this catalog you will find the following information to help you plan your personal development strategy:

- Descriptions of each of our course offerings.
- Background information on the faculty.
- The 1996–1997 course schedule.
- Related administrative information.
- Brief descriptions of other learning opportunities available for managers, such as the WMS Special Speaker Series, the Entrepreneurial Government satellite education sessions, and career development/mobility assignments.

We are excited to offer these educational opportunities, which we believe will contribute toward excellence in state government. We invite you to actively participate with a special group of experienced, talented, and diverse professionals immersed in the study of public management.

Our service goals are based on these two principles:

1. Create a meaningful educational experience through the quality of our learning system and programs.
2. Demonstrate a “relationship of service” with each customer through the development and delivery of quality products and services.

Please let us know how we can be of further assistance. We can be reached at (360) 586-6748.

Sincerely,

A handwritten signature in black ink that reads 'Rafael Colón'.

Rafael Colón
Administrator



Management Education and Development Team



Maribel Quinones is the Customer Services Representative. She manages the customer relations activities and internal support operation functions. With her positive attitude and service enthusiasm each customer experiences professional and quality service delivery.



Judy Storey is the Operations Team Manager and Training Liaison. She manages the internal administrative details to ensure a smooth and productive operation. As training liaison she leads our education and development program efforts through interaction with the training community and our faculty of consultants.



Mike Dunstan is the Program Manager for the Management Excellence Through Assessment 360°. He teaches and consults with agencies on the organizational and individual development process using META 360° in concert with the state's evaluation for managers.

As the career development and mobility project leaders for the WMS management course offerings, Marie Brillante, Marilyn McCabe and Debbie Rough-Mack led the entire statewide interagency focus group, developmental, and implementation process. Their participation is a positive example of career development and mobility project opportunities for WMS managers.



Our team looks forward to working with you. We can be reached at (360) 586-6748, or by fax, (360) 664-0089.

About the Faculty and the Program

The Faculty

We have assembled a quality team of 29 consultants for the professional education and development of WMS managers.

Due to the overwhelming response to the “request for proposal” process, we are delighted to announce that, in addition to our scheduled course offerings, we have qualified instructors who are available to serve our client agencies through the use of single agency agreements. See Section 8 for a listing of courses and instructors.

Agencies may coordinate their request for faculty consultants by contacting Judy Storey, at the management education and development office at (360) 586-1349.

Program Background

Two statewide focus team sessions were held to discuss and prioritize critical knowledge, skills and abilities (KSAs).

We used four sources to complete our training strategy:

- 1) Comments from a written survey of WMS managers.
- 2) Input from the managers who participated in the statewide focus team sessions.
- 3) Input from senior level managers, former Career Executive Program participants and graduates.
- 4) Roll up data of managers who have used the Management Excellence Through Assessment (META) 360°

Throughout our process of asking WMS and senior managers about their needs, we redesigned our training approach into public service management competency tracks that complement META 360°. Within each track, we identified modules that represent skill areas critical to these competencies.

We will continue to refine the WMS Education and Development Program to meet ongoing management and leadership challenges.

Registration and General Information

Managers are responsible for understanding their agency WMS training policies and procedures.

Eligible Participants:

- WMS managers and exempt appointees.
- Training manager or designee.
- Appropriate personnel, determined by the agency, for remaining available seats.
- Courses are limited to 28 participants.

Registration:

- Enrollment is the responsibility of each agency. WMS registration requests should be sent to the agency training representative.
- The agency training representative uses the state's automated registration system (HRDIS). For those agencies who do not have the ability to register on-line, the agency training representative should contact the Management Education and Development Services office at (360) 586-6748 or 586-1349 for enrollment services.

Enrollment & Reminder Notice:

- The confirmation notice comes from the enrolling agency.
- 15 - 25 working days prior to the course start date registration automatically closes and the on-line (HRDIS) system generates a reminder notice to participants.
- The system will re-open for enrollment until the day prior to the course. However, due to system limitations and limited time-frames, no reminder notices will be printed. The person's name will be confirmed on the participant roster at the training site location.

Preparation for Training

- Please inform your training office of any disability accommodation needed.
- Carefully review the reminder notice received from the Department of Personnel and pre-course materials

Training Sites

- Department of Personnel, 600 South Franklin, Olympia
- Tanglewilde Shopping Center, DOP Testing Center, 7143 Martin Way, Lacey
- Gwinwood/Westwood Center, 6015 30th Ave. S.E., Lacey
- Courses will be held outside of Olympia. Let us know where you would like us to come. Sites must be accessible and accommodate 28 people.
- Be aware of parking restrictions and honor them to prevent towing at your expense.

Course Schedule

- All courses are scheduled from 8:00 a.m. to 5:00 p.m.
- Registration opens at 7:30 a.m. (check confirmation letter for changes).
- Check your name off the confirmation roster.
- A copy of the individual contact sheet will be given to each participant.

Messages & Telephones

- Emergencies may be directed to (360) 586-6748. These messages will be handled immediately.
- There is limited phone access at each training site. Limit calls to 3 minutes.
- Cellular phones are prohibited inside the training site.
- Pagers must be on the “no ring” mode.

Substitutions & Cancellations

- All substitutions are the responsibility of the enrolling agency. Substitutions must be arranged through your agency training office.
- Substitutions can occur until the start date of the course, however:
 1. After the HRDIS closing date no reminder notice will be sent by the Department of Personnel. Agencies are responsible for confirming with their substitute(s).
 2. Due to the processing time needed, no substitutions can be made for courses that use a lot of pre-read materials and/or assessment instruments. The closing date indicated on the system is the cut-off date, usually 25 working dates from start date.
- The enrollee and the agency training office are responsible for transferring pre-course materials and related information to the new participant.
- “No shows” are assessed the maximum fee of \$300.

Attendance/Instructor Evaluation

- 100% attendance is expected throughout the scheduled course.
- Casual dress is recommended.
- Participants are on their own for lunch.
- Participants are asked to complete a course evaluation, including their name.

WMS Guarantee

- A positive learning experience.
- Complete service and course satisfaction.



1996-1997 Course Schedule

Course Date(s)	Course Title	Course Code	Instructor(s)	Cost
Sep. 16-18	Mediation <i>External Awareness Track</i>	01-09-A501	Tena Crosby <i>Fast Track Communications</i>	\$175
Sep. 24-25	Guiding and Coaching Staff <i>Team Building Track</i>	12-09-A205	Wendy Fellows <i>Wendy Fellows</i>	\$150
Sep. 24-26	Leadership Mastery: Strategies for Excellence <i>Leadership Track</i>	01-09-A100	Eric Allenbaugh <i>Allenbaugh Associates, Inc.</i>	\$175
Oct. 1-2	Media Relations <i>External Awareness Track</i>	01-09-A503	Dale Gluck Alice Burgess <i>Gluck & Associates</i>	\$150
Oct. 8	"Sustaining Change" <i>Satellite Downlink Session</i>	01-09-A067	Richard Chang <i>Entrepreneurial Government Workshops</i>	\$ 75
Oct. 8-9	Understanding Different Team Structures <i>Team Building Track</i>	01-09-A204	Jeffrey Hunter <i>InnoVision</i>	\$150
Oct. 8-10	Understanding Budget Plan- ning and the Budget Process <i>Budgeting/Financial Track</i>	01-09-A400	Len McComb Denny Heck <i>Two Medicine Communications</i>	\$175
Oct. 14-15	Inspiring Employees - Building Morale <i>Team Building Track</i>	01-09-A202	Martha Bryan <i>Bryan & Bryan Associates</i>	\$150
Oct. 14-15	META 360° Feedback Session <i>Leadership Track</i>	01-09-A052	Mike Dunstan <i>Department of Personnel</i>	\$135
Oct. 15-17	Negotiation <i>External Awareness Track</i>	01-09-A100	Bill Lincoln <i>National Center Associates, Inc.</i>	\$175
Oct. 21-22	Meeting Management <i>Leadership Track</i>	01-09-A102	Margaret Winch Todd Jamieson <i>Communication Resources</i>	\$150
Oct. 21-23	Tailoring Communications to Different Audiences <i>External Awareness Track</i>	01-09-A502	JoAnn Nai-che <i>nai-chi & associates, inc.</i>	\$175

1996–1997 Course Schedule (continued)



Course Date(s)	Course Title	Course Code	Instructor(s)	Cost
Oct. 23	Instituting Performance & Outcome Measures <i>Monitoring & Evaluating Track</i>	01-09-A600	Gerry Brodsky Jay Smith <i>Public Knowledge, Inc.</i>	\$125
Oct. 29-30	Intervention and Conflict Resolution <i>Team Building Track</i>	01-09-A203	Tena Crosby <i>Fast Track Communications</i>	\$150
Nov. 6-7	Meeting Management <i>Leadership Track</i>	01-09-A102	Susan Partnow <i>Partnow Communication Workshops</i>	\$150
Nov. 12	“Rekindle Commitment” <i>Satellite Downlink Session</i>	01-09-A068	Cynthia Scott <i>Entrepreneurial Government Workshops</i>	\$ 75
Nov. 13-14	Managing Organizational Change <i>Leadership Track</i>	01-09-A103	Susan Partnow <i>Partnow Communication Workshops</i>	\$150
Nov. 19-21	Building, Leading and Facilitating Successful Teams <i>Team Building Track</i>	01-09-A201	Stephanie Gordon Cady <i>Cadre</i>	\$175
Nov. 20-22	Negotiation <i>External Awareness Track</i>	01-09-A100	Louise Carnachan Judith Edwards <i>Carnachan and Edwards Training Associates</i>	\$175
Dec. 2-4	Tailoring Communications to Different Audiences <i>External Awareness Track</i>	01-09-A502	Tena Crosby <i>Fast Track Communications</i>	\$175
Dec. 9-10	Guiding and Coaching Staff <i>Team Building Track</i>	01-09-A205	Nancy Macduff <i>Macduff/Bunt Associates</i>	\$150
Dec. 9-10	Inspiring Employees - Building Morale <i>Team Building Track</i>	01-09-A202	Rip Shepherd <i>nai-che & associates, inc.</i>	\$150
Dec. 11-12	Intervention and Conflict Resolution <i>Team Building Track</i>	01-09-A203	Jeffrey Hunter <i>InnoVision</i>	\$150



1996-1997 Course Schedule

Course Date(s)	Course Title	Course Code	Instructor(s)	Cost
Dec. 16-17	META 360° Feedback Session <i>Leadership Track</i>	01-09-A052	Mike Dunstan <i>Department of Personnel</i>	\$135
Dec. 16-18	Understanding Budget Planning and the Budget Process <i>Budget/Financial Track</i>	01-09-A400	Stan Finkelstein Dick Thompson	\$175
Dec. 17-19	Leadership That Shapes the Future <i>Leadership Track</i>	01-09-A101	Pat Bettin <i>Bettin Associates, Inc.</i>	\$175
1997				
Jan. 14-15	Creating Cooperation Between Labor and Management <i>External Awareness Track</i>	01-09-A505	Gail Treesiwin <i>Resource Partners, Inc.</i>	\$150
Jan. 20-22	Leadership Mastery: Strategies for Excellence <i>Leadership Track</i>	01-09-A100	Eric Allenbaugh <i>Allenbaugh Associates</i>	\$175
Jan. 28-29	Inspiring Employees - Building Morale <i>Team Building Track</i>	01-09-A202	Tena Crosby <i>Fast Track Communications</i>	\$150
Feb. 3-5	Tailoring Communications to Different Audiences <i>External Awareness Track</i>	01-09-A502	JoAnn Nai-che <i>nai-che & associates, inc.</i>	\$175
Feb. 4-5	Intervention and Conflict Resolution <i>Team Building Track</i>	01-09-A203	Tena Crosby <i>Fast Track Communications</i>	\$150
Feb. 10-11	META 360° Feedback Session <i>Leadership Track</i>	01-09-A052	Mike Dunstan <i>Department of Personnel</i>	\$135
Feb. 11-12	Understanding Different Team Structures <i>Team Building Track</i>	01-09-A204	Jeffrey Hunter <i>InnoVision</i>	\$150
Feb. 18-19	Inspiring Employees - Building Morale <i>Team Building Track</i>	01-09-A202	Martha Bryan <i>Bryan & Bryan Associates</i>	\$150

1996–1997 Course Schedule (continued)



Course Date(s)	Course Title	Course Code	Instructor(s)	Cost
Feb. 25	Instituting Performance & Outcome Measures <i>Monitoring & Evaluating Track</i>	01-09-A600	Gerry Brodsky Jay Smith <i>Public Knowledge, Inc.</i>	\$125
March 3-5	Negotiation <i>External Awareness Track</i>	01-09-A500	Bill Lincoln <i>National Center Associates, Inc.</i>	\$175
March 10-12	Tailoring Communications to Different Audiences <i>External Awareness Track</i>	01-09-A502	Tena Crosby <i>Fast Track Communications</i>	\$175
March 17-18	Guiding and Coaching Staff <i>Team Building Track</i>	01-09-A205	Nancy Macduff <i>Macduff/Bunt Associations</i>	\$150
April 14-15	META 360° Feedback Session <i>Leadership Track</i>	01-09-A052	Mike Dunstan <i>Department of Personnel</i>	\$135
April 21-23	Negotiation <i>External Awareness Track</i>	01-09-A500	Louise Carnachan Judith Edwards <i>Carnachan and Edwards Training Associates</i>	\$175
April 29-30	Meeting Management <i>Leadership Track</i>	01-09-A102	Susan Partnow <i>Partnow Communication Workshops</i>	\$150
May 20	Instituting Performance & Outcome Measures <i>Monitoring & Evaluating Track</i>	01-09-A600	Gerry Brodsky Jay Smith <i>Public Knowledge, Inc.</i>	\$125
June 2-4	Negotiation <i>External Awareness Track</i>	01-09-A500	Bill Lincoln <i>National Center Associates, Inc.</i>	\$175
June 16-17	META 360° Feedback Session <i>Leadership Track</i>	01-09-A052	Mike Dunstan <i>Department of Personnel</i>	\$135